

Survey Questions

PRP Oversight Reform Evaluation

Introduction

Environmental Protection Agency (EPA) records indicate that you are doing work under a Superfund settlement agreement that provides for payment of the oversight costs incurred by EPA. Under the PRP Oversight Reform, EPA seeks to engage in open dialogues with PRPs as a means to promote appropriate oversight. As part of the reform, EPA seeks to ensure the development and implementation of protective cleanups; to give careful consideration to the associated costs being charged to PRPs; and to maximize EPA recovery of oversight costs. EPA is committed to informing PRPs of EPA's oversight expectations, providing them with opportunities to suggest ways to improve or streamline oversight, and engaging them in open and meaningful dialogue on oversight efforts to achieve timely and protective cleanups.

This survey is intended to help EPA better understand how its PRP Oversight Reform is perceived by parties involved in Superfund cleanups. The purpose of the survey is to solicit feedback from you or your representative on how the PRP Oversight Reform has affected your experience as a party doing work subject to EPA oversight. If other parties have been involved in discussions of oversight issues at the site, please feel free to coordinate responses to the survey with them. The information you provide will be used only to help improve EPA's policies and services. Participation is completely voluntary. The survey will take approximately 45 minutes to complete.

While we plan to conduct the survey over the telephone, we recognize that it may be more convenient for some respondents to submit a written survey. If you would like to submit a written survey, please fill out this form and return it directly to our survey contractor in the enclosed postage-paid envelope. When the contractor receives your survey in the mail, your name will be removed from their call list and you will not be contacted with regard to a telephone survey, unless one of your written answers requires clarification.

This survey relates to _____ Superfund site located in _____. Questions in this survey relate to EPA oversight activities of Remedial Design/Remedial Action being conducted pursuant to a Consent Decree entered in U.S. District Court on xx/xx/xxxx)

Name of Survey Respondent _____

Title/Role in Cleanup Process _____

E.g., "Project Manager/Acme Cleanup, Inc." or "Attorney/Smith, Jones & Doe (representing ABC Landfill Site Steering Committee)."

Name of Primary EPA Contact with respect to this site: _____

Knowledge of the PRP Oversight Reform

1. On a scale of 1 to 10, please rate your level of knowledge about the PRP Oversight Reform. 1 is the lowest level of knowledge and 10 is the highest level of knowledge.

1 2 3 4 5 6 7 8 9 10

Communication Regarding Oversight Expectations

The following questions relate to EPA's attempts to improve the effectiveness and efficiency of the oversight process by offering to meet with PRPs to discuss oversight expectations during fiscal year 2000 (i.e., October 1999 through September 2000). A "meeting" to discuss oversight expectations may take place over the phone as well as in person.

2. EPA records indicate that EPA offered to meet with you to discuss oversight expectations in [Month & Year]. **[Alternate sentence if meeting not offered: "EPA records indicate that EPA did not offer to meet with you to discuss oversight expectations in fiscal year 2000."]** Are EPA's records about whether an offer to meet was made consistent with your recollection/records?

G Yes

G No (please describe how they are inconsistent) _____

3. Did a meeting to discuss oversight expectations take place?

G Yes

G No (please explain why not) _____

4. Did EPA explain to you the types of future oversight costs (e.g., payroll, indirect, and contractor) that might be incurred?

G Yes

G No

Comments _____

5. Did EPA discuss with you any estimate of projected contractor oversight costs for the next 12 months (or another appropriate period)?

G Yes

G No

Comments _____

6. What additional information could EPA have provided to you to improve your dialogue with EPA regarding future oversight expectations? _____

7. On a scale of 1 to 10, please rate how clearly EPA has communicated oversight expectations at the site. 1 is not clearly communicated and 10 is very clearly communicated.
- 1 2 3 4 5 6 7 8 9 10
8. Have you had discussions with EPA about oversight expectations during FY 2000 other than (or in addition to) the meeting described above?
 G Yes (please describe, including how frequent such discussions were) _____

 G No

Improving Oversight Efficiency

The following questions continue to relate to fiscal year 2000 only.

9. Were any suggestions for streamlining oversight activities, whether made by the parties performing the work or by EPA, implemented at your site?
 G Yes (please describe) _____

 G No
10. Were any suggestions for streamlining oversight activities, whether made by the parties performing the work or by EPA, **not** implemented at your site?
 G Yes (please describe the suggestion(s) and why it was not implemented) _____

 G No
11. If the answer to question 9 is "Yes," do you believe that the streamlining approaches being implemented have resulted or are likely to result in savings of EPA oversight costs or cleanup implementation time?
- Oversight Cost Savings: G Yes G No
 Cleanup Implementation Time Savings: G Yes G No

Billing for EPA's Oversight Past Costs

The following questions relate to the EPA oversight costs that you agreed to pay under your settlement agreement.

12. EPA records indicate that you received a bill (or accounting of costs) for EPA oversight costs in [month & year]. **[Alternate sentence if no bill sent: “EPA records indicate that you did not receive a bill for EPA oversight costs in fiscal year 2000.”]**
Are EPA’s records about this bill consistent with your recollection/records?
G Yes
G No (please describe how they are inconsistent) _____

13. When you received the most recent bill, did EPA provide you with the name of a person to contact if you wanted to discuss the bill or obtain further documentation supporting the bill?
G Yes
G No
14. Did the level of detail in the bill documentation meet the terms of the settlement with EPA (or any later arrangement you made with EPA concerning the level of detail in the bill documentation)?
G Yes
G No (please explain) _____

15. On a scale of 1 to 10, please rate your satisfaction with the explanatory materials and documentation that came with the most recent bill. 1 is the lowest level of satisfaction and 10 is the highest level of satisfaction.
- 1 2 3 4 5 6 7 8 9 10
16. Did you request further information or documentation concerning the bill?
G Yes
G No (if no, please proceed to Question 18)
17. Were you satisfied with the response you received to your request for further information or documentation?
G Yes
G No (please explain) _____

18. Taking into account the amount of work done at the site, were the oversight costs for the most recent period of performance addressed by an EPA bill:
- G Less than you expected
 - G About what you expected
 - G Greater than you expected
19. Please indicate which, if any, of the costs for the most recent period of performance addressed by an EPA bill were greater than you expected in light of the amount of work done at the site (choose as many as appropriate):
- G EPA contractor costs
 - G EPA direct payroll costs
 - G EPA indirect costs
 - G Annual allocation costs
 - G Other (please describe) _____
20. On a scale of 1 to 10, please rate your satisfaction with the **timeliness** of the most recent bill. 1 is the lowest level of satisfaction and 10 is the highest level of satisfaction.

1 2 3 4 5 6 7 8 9 10

Managing Oversight Costs

21. For the **entire history of PRP oversight** under your settlement agreement, whether under the PRP Oversight Reform or not, please rate the performance of EPA in effectively and efficiently managing oversight activities/costs at your site. 1 is the lowest level of effectiveness and 10 is the highest level of effectiveness.

1 2 3 4 5 6 7 8 9 10

22. For the **most recent period of performance** addressed by an EPA bill, please rate the performance of EPA in effectively and efficiently managing oversight activities/costs at your site under the PRP Oversight Reform. 1 is the lowest level of effectiveness and 10 is the highest level of effectiveness.

1 2 3 4 5 6 7 8 9 10

General Satisfaction and Suggestions

The following questions relate to implementation of the PRP Oversight Reform at your site throughout the life of the reform (i.e., not only in fiscal year 2000).

23. What techniques for streamlining oversight activities have been implemented at your site pursuant to the PRP Oversight Reform? *(If you listed a streamlining technique in response to Question 9, which related to FY2000 only, you do not need to list the technique again here.)*

24. Which techniques for streamlining oversight have you found effective (if any)?

25. Which techniques for streamlining oversight have you found ineffective (if any)?

26. On the whole, have you been satisfied with EPA's implementation of the PRP Oversight Reform at your site?

G Yes

G No (please explain if different from above responses) _____

27. How could EPA improve implementation of the PRP Oversight Reform at your site?
